AKKAMAHADEVI WOMEN'S UNIVERSITY, VIJAYAPUR

DEPARTMENT OF PG STUDIES & RESEARCH IN MANAGEMENT

"A Study on Human Resources Management Practices at North Eastern Karnataka Road Transport Corporation with special Reference to Hyderabad Karnataka Region."

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Research Guide

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1. Introduction:

Hyderabad Karnataka region which is the name given to the area which was the part of erstwhile Hyderabad province before the formation of new state. Since the state reorganization in 1956, people of old Bombay Karnataka, Hyderabad Karnataka and other border areas were airing their voices against the extent of regional disparity between the old Mysore taluks and those that have joined the new state. Several committees and academic studies went into the regional disparity aspects in the past. Among the many, keeping in view of acute backwardness of the then Hyderabad Karnataka region, a committee was set up under the chairmanship of Shri Dharam Singh in 1980. After some debate and consultations, Hyderabad Karnataka Area Development Board (H.K.A.D.B) came into existence following Karnataka Government Act 35 dated December 10, 1991. It was based partly on the recommendations of Shri Dharam Singh Committee and partly with the intention of developing the most backward region of the state comprising Kalaburagi, Bidar, Koppal, Yadgir and Bellary Districts in respect of social and economic infrastructures such as roads and bridges, health care, educational facilities, enhancing drinking water supply, providing minor irrigation, catering to animal husbandry, promoting sericulture, forestry and urban development. The HKADB started functioning from 10-03-1992, having its head quarters at " Abhivrudhi Bhavan, Iwan-E-Shahi Road, Kalaburagi". These areas come to be known as Hyderabad Karnataka region later on. Bidar, Kalaburagi, Yadgir, Raichur and the Hyderabad Karnataka include the districts of Bellary.

Agriculture is the main economic activity of majority of people in Hyderabad Karnataka region. the state of agriculture development in Hyderabad Karnataka region could be understand by analyzing various factors reflected to agriculture sector such as utilization of land, cropping pattern, development of irrigation and land holding pattern.

Road Transport is indispensable for the development of the economy of a country. It remains the elementary choice of mobility of people and transport of goods due to its dexterity in utility,

efficiency and inimitable litheness enhanced by a flawless link to other transport means. Road Transport always plays a principal role of transporting short and medium distance passenger interchange. In India, it is the only mode of transport proficient of linking villages to the mainstream. Goods / passengers have been moved by land and sea ever since our human race settled in town and urban areas. With the increase in road network, and linking of more villages with urban centers, the pressure on public Passenger Transport System is ever on the increase. In India, passenger road transportation is afforded and operated by both public and private sectors. The State Transport Undertakings (STUs) operate in the public sector segment. As a major element of the nation's transport infrastructure, the STUs discharge the major percentage of general public transport needs. STUs generally provide urban, rural and inter-state services to the country's poor and middle-income groups. They carry people and goods of household from far off sprinkled locations, thus improving mobility and minimizing regional disparities. They also contribute to the overall socio-economic rebuilding of the country. The share of STUs in terms of total buses is increasing day by day.

Management is concerned with four Ms – Money, Material, Machines and Men among them, ie., management of men is not only fundamental but also dynamic and challenging. Successful management depends upon the ability to predict and control human resources. Since Passenger Transport System is mainly operated by skilled human beings, the transport system is not an exception in maintaining motivated human force quality.

The success or otherwise of any organization largely depends upon the systematic plan for, and judicious of, its resources including human resources. Human resource is important and valuable resource. Systematic use of this resource contributes towards achieving the objectives of the organization. The state road transport undertakings or corporations, are highly labour intensive, are no exception. Proper and optimum utilization of human resource plays important role in achieving the goals of state road transport undertakings or corporations.

People constitute a major component of any business, and to manage people effectively in today's world, one must understand and appreciate the competitive, legal and social issues. Organizations are managed and staffed by people. Without people, organizations cannot exist.

Human Resource management (HRM) is how organization manages their workforce with the employees (Grimshaw and Rubery, 2007), it is the key to achieve organizational effectiveness with recruiting right people. Human capital is the phenomenal asset for the organisation. Organisation and the human capital are inseparable and it is the central energy for the effective process of business. The scientific management complements the human resource management as the greatest practice for the sustainable survival in the competition of the contemporary corporate world. A human potential can be regulated to behave institutionally to achieve the objective of the scientific management. There are some potential areas that essentially important for getting efficient results. The fundamental theme of the human resource management practice is that improved bottom line perforp-0mance takes place when organisations adopt a strategic and coherent approach to people management incorporating the use of leading edge practice.

According to lean C.Megginson, the term human resources can be though of as , " the total knowledge, skills, creative abilities, talents and aptitudes of an organizations work force, as well as the value, attitudes and belief of the individuals involved."

According to Pulapa Subba Rao, human resource management is managing (planning, organising, directing and controlling) the functions of employing, developing and compensating human resource resulting in creating and developing human relation and utilisation of human resources with a view to contribute proportionately to the organisational, individual and social goals.

According to Stephen P Robbims defined "Human resource as management a process consisting of the acquisition, development, motivation and maintenance of human resources".

According to Wendill L French, "human resource management refers to the philosophy policies, procedure and practices related to the management of people within the organization".

Human Resource Management aims at developing head, hands and heart of every individual men and woman working in the organization. The objective of the organization can be met only by people who are competent and motivated. It is the job of management to select right type of people, for right job and at right time, sharpen their skill and abilities and motivate them to give

their best at the jobs and the roles assigned. So Human Resource Management is the managerial function of man power planning, recruitment and selection training and development, motivation and remuneration, performance appraisal of human resource.

Human resources assume increased importance in modern days. The failure to recognize this fact causes immense loss to the organizations and in turn to the nation. Thus "Productivity is associated to the nature of human resources". Physical resources will not give results unless the human resources are used rationally, 3 optimally and effectively so as to handle physical resources. To be precise, "man power is primary and elementary in all societies". A nation with an abundance of physical resources will not benefit by itself unless human resources make use of them. In essence, "The difference in the level of economic development of the countries is largely a reflection of the differences in quality of their human resources. The values, attitudes, general orientation and quality of the people of a country determine nation's economic development".

The Human resource is an important factor in delivering quality service, customer satisfaction and achieving atleast the reasonable rate of profitability. The front line employees such as drivers, conductors, traffic inspectors, etc should be trained and motivated through innovative HR practices. It is a common thing to find that the expectations of passengers are very modest. The STUs have adequate number of vehicles to cater to the needs of the travelling public. The travelling public is choosing other services mainly because of the rude behaviour of crew, buses not stopping at designated bus stops, lack of cleanliness, over charging for luggage from rural passengers and a general apathy towards the passengers. It is, therefore, necessary for STUs to improve their crew behavior and take steps to provide comfortable seats and offer clean and well-maintained buses.

The four corporations in Karnataka have employed nearly 70,000 people and have been doing well in these years compared to other STUs in India. The four corporations are, Karnataka State Road Transport Corporation (KSRTC), Bangalore Metropolitan Transport Corporation (BMTC), North West Karnataka Road Transport Corporation (NWKRTC), and North-East Karnataka Road Transport Corporation (NEKRTC). They have their own vision and trying to

develop competitiveness to achieve the objectives for which they have been set up. They have been striving hard to cater to the needs of the travelling public. They have achieved success in the area of operational efficiency and physical performance. But all the corporations have not taken effective measures to develop strategic HRM practices. These practices are almost similar for all the four corporations. The SRTCs (State Road Transport Corporations) in Karnataka should realize their strengths, weaknesses, opportunities and threats in the present scenario. To retain and regain their customers, these corporations have to develop effective HRM practices to improve morale and satisfaction of their employees. It is also necessary to improve industrial relations through proper welfare measures. They should develop committed and motivated employees to realize their objectives which call for optimum utilization of manpower. Therefore, the need is to utilize the 12 committed, dedicated and empowered manpower of the corporations to achieve the desired results.

2. Need of the study:

The Road Transport Corporations in the state are established and supported by the state government. The objective of forming these corporations is to provide transport facility to public and to fulfill their social obligation in the interest of the general public.

3. Statement of the problem:

"A Study on Human Resources Management Practices at North Eastern Karnataka Road Transport Corporation with Special Reference to Hyderabad Karnataka Region"

4. Scope of the study:

The study is confined to North Eastern Karnataka Road Transport Corporation of HYDERABAD KARNATAKA REGION that is kalaburagi, Bidar, Yadgir, and Raichur, Bellary, Koppal. Category of employees considered in the study is conductors, drivers, mechanics, employees, and administrators.

5. Objectives of the study:

The broad objective of the study is to determine the Human Resources Management Practices at North Eastern Karnataka Road Transport Corporation at Hyderabad Karnataka Region

Specifically the study aims to:

1) To determine the Human resource planning and recruitment of employees.
2) To understand the extent of Training and Development extended to the employees and how this in turn influences employee's performance.
3) To study Health & safety measures undertaken by North East Karnataka Road Transport Corporation.
4) To ascertain the measures undertaken by North East Karnataka Road Transport Corporation.

6. Hypothesis:

Necessary and Required Hypothesis statements will be set as e.g.

H0: Monetary and non monetary benefits do not have any influence on performance of the employees

H1: Monetary and non- monetary benefits have impact on performance of employees

H0: Type of training adopted does not have any impact on the performance of employees

H1: Type of training adopted has impact on the performance of employees

H0: A Health and safety benefit does not lead to attrition of employees

H1: Health and safety benefits lead to attrition of employees

7. Literature Review:

With the objectives obtaining a clear idea about the conceptual frame work of the subject and also to identify the research gaps that exists at present, a review of the earlier works is made in the following paragraphs.

Gedaliahui H Harel, Shay S Tzafnr, (1999)," The effect of Human resources management practices on the perceptions of organizational and market performance of the firm"

They inspected that The reason for our examination is to broaden the rising experimental writing on the firm-level effect of human asset administration hones. Results in light of a national specimen of associations from private and open parts in Israel demonstrate that these practices significantly affect both the apparent authoritative and market execution of the association. The single free factor observed to be measurably huge in influencing seen authoritative execution was preparing hones. On account of apparent market execution, we found that, notwithstanding preparing hones, representative choice practices additionally fundamentally influenced the apparent market execution.

Philip M Rosenzweig and Nitin Nohria (1994), " Influences on Human Resources management in Multinational Corporations" they inspected that The reason for our investigation is to broaden the developing observational writing on the firm-level effect of human asset administration rehearses. Results in view of a national example of associations from private and open segments in Israel demonstrate that these practices significantly affect both the apparent authoritative and market execution of the association. The single autonomous variable observed to be measurably critical in influencing seen authoritative execution was preparing hones. On account of apparent market execution, we found that, notwithstanding preparing rehearses, representative determination hones likewise altogether influenced the apparent market execution.

Keld Laursen and Nicolai J Foss (2003), " New Human Resources management Practices, complementarities and the impact on innovation performance" In this paper, they inspected hypothetical purpose of takeoff in late work in authoritative financial aspects on frameworks of human asset administration (HRM) hones. We build up the contention that similarly as

complementarities between new HRM rehearses impact budgetary execution emphatically, there are hypothetical purposes behind anticipating that the additionally should impact advancement execution decidedly. We analyze this general speculation by evaluating an experimental model of advancement execution, utilizing information from a Danish overview of 1,900 business firms. Utilizing essential part examination, we distinguish two HRM frameworks which are helpful for advancement. In the first, seven of our nine HRM factors matter (practically) similarly for the capacity to enhance. The second framework is commanded by firm-internal and firm-external preparing. Of the aggregate of nine areas that we consider, we find that the four assembling parts associate with the principal framework. Firms having a place with discount exchange and to the ICT serious administration parts have a tendency to be related with the second framework.

Catherine Cassell, Sara Nadin, Melanie Gray, Chris Clegg (2002), " Exploring Human Resource Management Practices in small and medium sized enterprises", they analyzed on observational work as of late led about the utilization and viability of HRM hones in little and medium measured ventures (SMEs). A phone study was led with 100 senior chiefs of SMEs to determine their utilization of a scope of human asset rehearses and the degree to which they had discovered those practices effective in helping the accomplishment of organization destinations. Also in-depth interviews were directed with senior chiefs from a further 22 SMEs. Discoveries recommend that there is impressive assorted variety among SMEs in connection to their utilization of HR rehearses. A model is given that recognizes the key criteria that underlie the selection of HRM hones, and the ramifications of the model are examined.

8. Research Methodology:

Data collection methods

2.7.1) Primary data

2.7.2) secondary data

2.7.3) Data Collection Methods

Data collection method refers to the way the researcher aims for collecting data

Primary data

Secondary data

The researcher aims at using primary methods of data collection

Primary Data

A Primary data collected from original sources are not published in database. The research aims at collecting primary data by using qualitative and research methods, by interviewing the employees. The advantage here is to know the employees behavior and problems faced by them.

Secondary Data

Secondary data refers to data obtained from already published sources such as directories or databases. The researcher seeks to obtain secondary data from the available sources that is books, journals, online sources.

Sample design:

Population:

Population is divided under two segments

1. Total no of depos:20
2. Type of employees: middle level, low level employees , or front line employees

Sample Size:

Sample Location: North Eastern Karnataka Road Transport Corporation Hyderabad Karnataka Region – Kalaburagi, Yadgir, Bidar, Raichur.Bellary, Koppal.

Sample Instrument: Questionnaires and Interview method

2.8 Statistical tools:

The study has planned to use different statistical tools like tabular method, percentage, etc other necessary required tools and techniques will be used for tabulation and data analysis. The study will be based on appropriate statistical tools after gathering both primary and secondary data

CHAPTER SCHEME:

The tentative research design or scheme of the chapters of the research work is as under,

Chapter No 01: First chapter deals with introduction, objectives, scope, Research methodology, limitations, significance, and hypothesis.

Chapter No 02: Review of literature

Chapter No 03: Theoretical Background

Chapter No 04: Profile of North Eastern Karnataka Road Transport Corporation and Hyderabad Karnataka region

Chapter No 05: Data Analysis and Interpretation

Chapter No 06: Findings, Suggestions and conclusion, Bibliography

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